

## *In this issue*

- Director's Corner
- Airport Cleanup Day
- Meet the IT Staff
- The 2008 Air Cargo Award of Excellence
- Pacific Northern Airlines Founder Honored



*The Airtimes is a quarterly newsletter for sharing updates with our partners, neighbors and stakeholders.*

*Our mission: To provide for the safe movement of people and goods, and the delivery of State services.*

## Continental Airlines

Continental Airlines commitment to customer service has consistently been recognized and rewarded. For the fourth consecutive year, FORTUNE magazine named Continental the #1 World's Most Admired Airline on its 2007 list of World's Most Admired Companies.

Alaskans traveling to the Lower 48 have many opportunities to experience Continental's award-winning service. They currently offer twice daily flights to Seattle. This summer Continental will offer four daily flights, two to Seattle and two to Houston. Each flight to Seattle continues on to separate destinations, one to Houston and one to Newark. Continental will also add a third Seattle flight on Saturdays from May 17 to June 7.

Continental Airlines is one of the few airlines left that offers complimentary meals. Depending on the time of day, a snack service might include a sandwich, carrot sticks, chips or candy. In-flight entertainment is offered free-of-charge and customers may use their own headsets. Headsets are also available to purchase for one dollar, which allows most passengers the luxury of watching the in-flight movie.

Continental started service to Anchorage in 1990. Initially the airline contracted their ticket counter, baggage service and gates, but decided in 2001 to open the Anchorage station for Continental agents. Anchorage Station Manager Lewis Glynn transferred to Anchorage in 2001 as a ticket agent/ramp supervisor and was promoted to Station Manager in March 2007. "I've been with Continental Airlines for 20 years, starting in Los Angeles as a ramp agent. It was an easy transition for me to go from ramp to passenger service; I've always enjoyed working with the public, and Continental is a great company to work for." The Anchorage station employs 14 agents and plans to increase that number this summer.

Once known as "The Proud Bird With The Golden Tail," Continental has a long and distinctive history that began with single-engine Lockheed aircraft on dusty Texas runways. Today, Continental is the world's fifth largest airline. Continental, together with Continental Express and Continental Connection, has more than 2,900 daily departures throughout the Americas, Europe and Asia, serving 144 domestic and 139 international destinations. Houston, Texas is headquarters to Continental and their largest hub with 720 daily departures and non-stop connections to 179 destinations.



Lewis Glynn,  
Anchorage Station Manager

# Director's Corner:

The Airport must identify and build projects today that are necessary to help meet the needs of the Alaska community tomorrow. Major Airport construction projects for 2008 include taxiway and runway improvements, roads, East Airpark storm drain extension, terminal connector and facilities communications center.

For these types of projects the Airport depends on funding from the Airport Improvement Program (AIP). AIP grants are administered by the Federal Aviation Administration (FAA) to meet the requirements of the National Air Transportation System. The contract authority that provides the FAA the ability to administer these grants is the FAA Reauthorization Act. For 2008, this motion was temporarily approved by Congress at approximately 75 percent of the funding originally expected. If funding continues this way it could seriously undermine the ability of ANC and other airports to provide facilities for forecasted growth.

Another issue of interest is the status of Kulis Alaska National Guard Base. The Base plans to relocate to Elmendorf AFB by 2011 or 2012. The Kulis Base is on ANC leased property and will be returned to the Airport for aviation related uses. Kulis is situated on 130 acres and contains numerous buildings, hangars and facilities.

The Airport's success is our commitment to operating in a conservative and fiscally prudent manner.



Morton V. Plumb Jr.  
morton\_plumb@dot.state.ak.us  
www.anchorageairport.com



The Alaska Transportation Careers and Job Fair was held in the North Terminal at the Anchorage Airport on March 8. More than 550 people attended and many positions were filled. Pictured at the Airport Police & Fire booth are: Officers Darcey Perry, Sherrie Daigle, Xavior Brown and Airport Director Mort Plumb.

## ANC Awarded **2008 Air Cargo** *Award of Excellence*

The Ted Stevens Anchorage International Airport was presented the "2008 Air Cargo Award of Excellence" for the airport category of 1,000,000 or more tons by Air Cargo World. The Air Cargo Excellence survey is a result of quantitative feedback from Anchorage's cargo customer base of airlines and airfreight forwarders who ship to or through Anchorage. The award is earned by achieving superior ratings from customers in four key areas of measurement: performance, value, facilities and regulatory operations. ANC is the #1 airport in the U.S. for landed weight of cargo aircraft and #3 in the world for cargo throughput.

## The Alaska State Aviation Trade Show & Conference

### May 3-4, 2008

### FREE ADMISSION

*Come join us at the FedEx Maintenance Hangar  
for the largest aviation trade show in Alaska.*

For more information contact  
the Alaska Airmen's Association at (907) 245-1251  
or visit [www.alaskaairmen.org](http://www.alaskaairmen.org)





Ted Stevens Anchorage International Airport  
PO Box 196960  
Anchorage AK, 99519-6960

PRSR STD  
U.S. Postage  
**PAID**  
Anchorage, AK  
Permit No. 69

## What's New at ANC:

Food and Beverage News



*Leasing Agent Misty Ott, Leasing Director Debra Herrick  
and HMS Host General Manager, Sherri Fessenden*

Starbucks has reopened in the South Terminal, and is conveniently located next to the Alaska Airlines ticketing kiosks. This location will provide easy access for travelers and visitors to the Anchorage Airport. Starbucks is the leading retailer, roaster and brand of specialty coffee, and also offers a variety of fresh food items.

The Upper 1 restaurant and lounge has also reopened. New to Upper 1 is the award-winning Famous Famiglia Pizza – a New York favorite and the official pizza of the New York Yankees. The company has approximately 85 pizzerias across the United States and expanded to airport locations in 2001. This location will be serving individual pizzas, stromboli, sandwiches, salads and appetizers. The breakfast menu includes breakfast pizza, breakfast platters and pastries.

In other food and beverage news, Hudson Euro Café has opened in the C Concourse serving deli items such as smoked salmon wraps and mango smoothies. Moosellaneous retail store has reopened in the C Concourse next to gate C2. They now feature Girls 'n Pearls wearable art along with other Alaskan artist-made jewelry.



# Airport Cleanup Day

Come participate in our 15th Annual Airport Cleanup Day and pitch in to remove litter along the roadways and around Lakes Hood and Spenard. A barbecue and door prizes will follow the cleanup.

**Friday, May 9th**  
**10:00am – 1:00pm**

To participate, contact the Airport Environmental Section at 266-2519 or come to the Airfield Maintenance Building at 4100 Aircraft Drive.

## Meet the Airport's IT Team

Your password expired or you forgot it after being on vacation. You deleted that file you've been working on for a month and you don't know what to do or who to call. You create a stock request or work order, set up a preventative maintenance task, update your leave calendar or issue a ramp license. These are only a few examples of routine tasks that rely on IT systems. In reality, nearly every airport project or system has an IT component, from the flight displays and free public wireless, to security cameras and fire trucks.

The Information Technology section supports all the above and numerous additional electronic gadgets: 250 workstations and printers, 20 servers, network switches, flight displays, specialized software, security concerns and requirements, and the many dynamic projects that rely on technology in one way or the other. These all keep the IT section anything but stagnant.

IT staff share in the mission to keep ANC a safe and efficient place for travel. IT efforts are integrated with all Airport sections to implement technologies that support and extend the infrastructure. The IT department also maintains compliance with security requirements and keep pace with the needs and demands of the traveling public.

Airport Deputy Director John Parrott says, "The ANC IT staff epitomizes the professionalism and dedication of all ANC staff. Their dedication has enabled ANC to make remarkable strides in its technological capabilities. It is a pleasure to look toward the future that will be shaped by the systems and infrastructure that is being formed and implemented by this group."

## Pacific Northern Airlines Founder Honored

The Alaska Aviation Heritage Museum (AAHM) inducted Art Woodley, owner and founder of Pacific Northern Airlines (PNA) into the Aviation Hall of Fame on January 31, 2008. Along with members of the Woodley family, former pilot Tony Gomez (95) the oldest living PNA pilot and Hazel Odall (86) the oldest living PNA flight attendant attended. In 1956 PNA, under the leadership of Art Woodley, became the first airline in Alaska to carry more than 100,000 passengers in a single year. Six years later PNA joined the jet age with its first delivery of a Boeing 720. The 1960s continued to bring change and in 1967, after 45 years of service as an Alaska-based airline, Art Woodley and Pacific Northern merged with Western Airlines.



*Tony Gomez, Shari Hart, Marketing Director AAHM, and Hazel Odall at the Alaska Aviation Hall of Fame event (photo courtesy of Rob Stapleton)*



*L-R: Dave Ewing, Steve Vrabel, Richard Russell, Martin Pezoldt, Marilyn Burdick, Tyson Robinson, Mary Forner, Tim Trueblood*